

IHI Online Course with Coaching (OCC): Leading Quality Improvement

June – September 2026

This program consists of 8 live online sessions, each at 12:00–1:00 PM ET and self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than one hour to complete.

To receive credit for completing your IHI program and, if applicable, become eligible for continuing education credit, you must:

- Attend and participate in live online sessions.
- Complete any required self-paced learning activities.
- Complete any required coursework, such as online submissions or presentations.
- Submit the post-program evaluation survey within 30 days of the program end date.

Live-Online	Self-Paced
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Session	Date(s)	Session Topic	Live or Self-Paced
Lesson 1	Opens: June 9 th Closes: June 23 rd	Review and complete the following lesson to prepare for All Learner Call 1: • Lesson 1: Introduction to Whole System Quality	Self-Paced

All Learner Call 1	June 23, 2026 12:00-1:00 PM ET	Learning Objectives for Introduction to Whole System Quality: • Define Whole System Quality and the leadership principles required to support it. • Describe three interrelated components – quality planning, quality improvement, and quality control – that inform a holistic Whole System Quality approach. • List activities health care leaders can undertake to build a foundation for Whole System Quality.	Live
Lesson 2	Opens: June 23rd Closes: July 7th	Review and complete the following lesson to prepare for All Learner Call 2: • Lesson 2: Applying "Systems Thinking" to Process and Culture	Self-Paced
All Learner Call 2	July 7, 2026 12:00-1:00 PM ET	Learning Objectives for Applying "Systems Thinking" to Process and Culture: • Explain how to be a systems thinker and how this relates to process and culture. • Describe how to draw a flow chart to help visualize and explore systems and processes. • Compare the culture in your local area of work to recommendations for a culture of safety.	Live
Lesson 3	Opens: July 7th Closes: July 21st	Review and complete the following lesson to prepare for All Learner Call 3: • Lesson 3: Quality Improvement for Managers	Self-Paced

All Learner Call 3	July 21, 2026 12:00-1:00 PM ET	Learning Objectives for Quality Improvement for Managers: • Explain the utility of improvement science for health care managers. • Apply the Model for Improvement to set an aim, establish measures, identify changes, and plan tests of change. • Describe how to use a run chart to analyze data over time.	Live
Lesson 4	Opens: July 21 st Closes: August 4 th	Review and complete the following lesson to prepare for All Learner Call 4: • Lesson 4: Exploring "What Matters": A Vision for Quality	Self-Paced
All Learner Call 4	August 4, 2026 12:00-1:00 PM ET	Learning Objectives for Exploring "What Matters": A Vision for Quality: • Describe the importance of qualitative data. • Apply strategies to assist in learning about and understanding what really matters to patients and support networks, the local community, and the health care force.	Live
Lesson 5	Opens: August 4 th Closes: August 18 th	Review and complete the following lesson to prepare for All Learner Call 5: • Lesson 5: Tools and Techniques to Foster Collective Learning and Teamwork	Self-Paced

All Learner Call 5	August 18, 2026 12:00-1:00 PM ET	Learning Objectives for Tools and Techniques to Foster Collective Learning and Teamwork: • Apply quality improvement tools to understand the root causes of problems. • Describe strategies to facilitate effective teamwork and communication.	Live
Lesson 6	Opens: August 18th Closes: September 1st	Review and complete the following lesson to prepare for All Learner Call 6: • Lesson 6: Quality Planning for Managers	Self-Paced
All Learner Call 6	September 1, 2026 12:00-1:00 PM ET	Learning Objectives for Quality Planning for Managers: • Describe the roles needed for effective quality planning. • Develop a quality planning event.	Live
Lesson 7	Opens: September 1st Closes: September 15th	Review and complete the following lesson to prepare for All Learner Call 7: • Lesson 7: Shared Sense of Purpose: Turning Quality Goals into Action and Results	Self-Paced
All Learner Call 7	September 15, 2026 12:00-1:00 PM ET	Learning Objectives for Shared Sense of Purpose: Turning Quality Goals into Action and Results: • Explain the importance of aligning strategic goals across all levels of the organization. • Apply storytelling to build a shared sense of purpose.	Live

Lesson 8	Opens: September 15 th Closes: September 29 th	Review and complete the following lesson to prepare for All Learner Call 8: Lesson 8: Quality Control for Managers	Self-Paced
All Learner Call 8	September 29, 2026 12:00-1:00 PM ET	Learning Objectives for Quality Control for Managers: - Describe the basic theory and principles of quality control. - Apply tools to find and understand special cause variation.	Live